LEGISLATIVE

RESEARCH COMMISSION

EMERGENCY CARE VOLUNTEERS NETWORK

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REPORT TO THE
1989 GENERAL ASSEMBLY
OF NORTH CAROLINA
1989 SESSION

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STATE OF NORTH CAROLINA

LEGISLATIVE RESEARCH COMMISSION

STATE LEGISLATIVE BUILDING

RALEIGH 27611

December 14, 1988

TO THE MEMBERS OF THE 1989 GENERAL ASSEMBLY:

The Legislative Research Commission herewith submits to you for your consideration its final report on the emergency care volunteers network. The report was prepared by the Legislative Research Commission's Committee on Emergency Care Volunteers Network pursuant to Section 2.1(44) of Chapter 873 of the 1987 Session Laws.

Respectfully submitted,

Liston B. Ramsey

J. H. (Monk) Harrington

Cochairmen
Legislative Research Commission

1987-1988

LEGISLATIVE RESEARCH COMMISSION MEMBERSHIP

Speaker of the House of Representatives
Liston B. Ramsey, Cochair

Rep. John T. Church

Rep. Bruce Ethridge

Rep. Aaron Fussell

Rep. Vernon James

Rep. Josephus Mavretic

President Pro Tempore of
the Senate
J. J. Harrington, Cochair

Senator Henson P. Barnes

Senator A. D. Guy

Senator R. L. Martin

Senator James Richardson

Senator Lura Tally

PREFACE

The Legislative Research Commission, established by Article 6B of Chapter 120 of the General Statutes, is a general purpose study group. The Commission is co-chaired by the Speaker of the House and the President Pro Tempore of the Senate and has five additional members appointed from each house of the General Assembly. Among the Commission's duties is that of making or causing to be made, upon the direction of the General Assembly, "such studies of and investigations into governmental agencies and institutions and matters of public policy as will aid the General Assembly in performing its duties in the most efficient and effective manner" (G.S. 120-30.17(1)).

At the direction of the 1987 General Assembly, the Legislative Research Commission has undertaken studies of numerous subjects. These studies were grouped into broad categories and each member of the Commission was given responsibility for one category of study. The Co-chairs of the Legislative Research Commission, under the authority of G.S. 120-30.10(b) and (c), appointed committees consisting of members of the General Assembly and the public to conduct the studies. Co-chairs, one from each house of the General Assembly, were designated for each committee.

The study of Providing a Statewide Network of Volunteers to Serve People in Need was authorized by Section 2.1(44) of Chapter 873 of the 1987 Session Laws (1987 Session). That act states that the Commission may consider Senate Bill 880 in determining the nature, scope and aspects of the study. The relevant portions of Chapter 873 and Senate Bill 880 are included in Appendix A. The Legislative

Research Commission grouped this study in its Human Resources area under the direction of Senator James Richardson. The Committee was chaired by Senator J.K. Sherron, Jr. and Representative David W. Bumgardner, Jr. The full membership of the Committee is listed in Appendix B of this report. A Committee notebook containing the Committee minutes and all information presented to the Committee is filed in the Legislative Library.

Committee Proceedings

The Committee on Emergency Care Volunteers Network met four times prior to issuing this final report: December 9, 1987; March 10, 1988; October 27, 1988; and November 29, 1988. A list of those attending Committee meetings as well as Committee minutes are contained in the Committee's records on file in the Legislative Library.

The purpose of the initial meeting on December 9, 1987 was to analyze the charge to the Committee and determine the scope of work for future meetings so that the work could be initiated. The charge to the Committee is contained in Senate Joint Resolution 880 and allows the Legislative Research Commission to study the issue of providing a statewide network of volunteers to serve people in need of emergency care.

The initial idea for conducting this study was conceived by Mr. John Talton of Clayton, North Carolina, as a result of his involvement in volunteer efforts in Johnston County. He was invited to address the Committee about this involvement. He defined emergency care as "crisis help" and explained to the Committee how Johnston County had organized crisis help through four area ministries.

For instance, the Clayton area ministries organization consists of fifteen churches that serve approximately 300-400 people per year with food, fuel, utilities, rent, medicine, transportation---whatever happens to be needed in a crisis. Funds are derived from contributions by churches and others, but neither federal nor State funds are solicited. All workers are volunteers and distribution of help is made through a voucher system with the various churches acting as a clearing

house. This system eliminates recurring "drifters" and meets the needs of people whose needs are immediate and cannot wait for forms to be processed.

Mr. Talton expressed his belief that Johnston County has identified needs that exists statewide. There are counties with good systems, but there may be counties with no systems at all. He feels that there should be information available for statewide distribution that would help others in starting new systems for counties that wish to do so. He suggested that the purpose of the legislation was to conduct a statewide study of all one hundred counties to determine how the needs of people in crisis are met locally, how local efforts are funded, how volunteers are obtained, and under which rules and regulations they operate.

After some Committee discussion, it was determined that the focus of the study should be narrowed to include only emergency assistance or crisis help programs in the one hundred counties. These programs are designed to primarily provide emergency and financial assistance to families and individuals in emergency and crisis situations: such as potential evictions, potential loss of utility services, diminished food supplies, lack of resources due to unemployment, etc. Assistance may be provided in the form of either money or vendor payments. Examples may include:

1. Emergency Food Programs may be designed to provide basic food items, either by voucher or direct distribution, to needy persons in emergency situations. Program elements may include: collection and pickup of donated food items, temporary storage, and distribution of the food items or food vouchers to the needy. Examples of these programs include food pantries, food or "soup" kitchens, disaster food services for devastated areas, and other types of food provision.

2. Aid for Medical Expenses may refer to programs which are concerned with the provision of financial aid to individuals who are

unable to purchase health care because of their economic condition.

3. Emergency Shelter Care may be designed to provide the minimum necessities of life on a limited, short-term basis for individuals or families during periods of dislocation or emergency pending formulation of longer term planning. Program elements include providing shelter, food, and clothing directly or by referral to appropriate agencies and may include planning for a more permanent solution to the problem, including contact with community resources regarding housing and employment.

4. Transportation for Medical Purposes may be designed to assist ill or injured persons in reaching medical care facilities to obtain treatment.

5. Transportation for Employment may be designed to provide transportation to enable individuals to make employment applications, to go to interviews for employment, to participate in job training programs, and to reach the place of employment.

6. Transportation for the Indigent may be designed to help very low income persons with their essential transportation needs. Under this program, indigent persons may be either reimbursed for transportation expenses or actual transportation services may be provided.

Public agencies cannot always meet the emergency needs of their clients for a variety of reasons. When their needs cannot be met, clients are frequently referred to non-public agencies for services. Therefore, the Committee narrowed its focus to private, non-profit agencies which, on an ongoing basis, provide direct services to persons and families in crisis situations.

The focus of the second meeting was to assess if there are currently any agencies within State government that can assist counties with the focus on strengthening emergency and crisis services network. It was discovered that there were two agencies whose work is impressive and they may be able to accomplish the purposes of the study without creating any new mechanisms. The first is CARE-LINE and the second is the Office of Volunteer Services. Both agencies are within the structure of the Department of Human Resources.

The North Carolina Department of Human Resources began planning CARE-LINE in the fall of 1973. During that time there was a mandate issued by the federal government for the State to provide information and referral for senior citizens and one issued by the NC Division of Social Services to have information and referral provided for its clients. Human Resources planners envisioned a system which would not only serve senior citizens and social services clients, but one which would serve all citizens of North Carolina. The planners wanted a centrally-located system which would catalogue the multitude of human services available to all North Carolinians. A year of collection of data for the CARE-LINE began in early 1974, and by January 1975, CARE-LINE began taking calls.

The CARE-LINE is a statewide toll-free telephone service providing quick, accurate information and/or referral to the citizens of North Carolina. The office has a TDD (telecommunications device for the deaf) which assists callers who are deaf or hearing-impaired. The Agency has four incoming toll-free lines, staffed Monday through Friday from 8 a.m. to 5 p.m., with a bridging capacity which, after careful screening, enables the staff to connect a caller directly to the appropriate Department of Human Resources's agency from which assistance is needed.

A computerized data base consists of information on approximately 10,000 human service agencies. Services for each agency are coded with the United Way of America Service Identification System (UWASIS), which includes 603 service categories. Through computer terminals, Information and Referral Specialists are able to access by county and service category agencies which provide specific services. Each

CARE-LINE call is documented by keying information directly into the terminal on a preformated log. At the end of each month, a statistical report is generated identifying the total number of calls, a breakdown of the number for each service category, and a number for each agency to which a referral was made.

Updating the data base is an ongoing process which is handled on a county-by-county basis. Each agency listed in the system for a particular county is contacted and information is either verified or corrected. In addition to existing information being updated, new agencies and organizations are identified which provide human services.

The staff consists of one director, one secretary, two administrative officers, and five information and referral specialists. Each specialist has received a formal education in a human service field and receives continuous in-service training. During Fiscal Year 1987-1988, Information and Referral Specialists received 73,819 inquiries on the four incoming toll-free lines. They also updated thirty-two of the State's one hundred counties during this same time period.

Services provided by the Office of Volunteer Services include:

1. One and two-day training sessions for volunteer administrators.
2. Evaluation of effectiveness of an agency's volunteer program, including specific recommendations.
3. On-site training preparing agency staff for community involvement and their responsibilities in a volunteer program.
4. On-site training in requested areas, such as Motivation and Retention, Board Training, Marketing, Training the Trainer, Time Management, Screening, Recruitment and other specialized areas.
5. On-going consultation and technical assistance.

After hearing presentations at the second meeting, the Committee

members noted that "a lot is being done by a lot of people." Representative Bumgardner stated that the reason for creating a study such as Emergency Care Volunteers Network was to ensure that some emergency care volunteer organizations exist in every county in the State. It was suggested that an inventory be done of each county to compile this information. The Committee agreed that staff should prepare a survey/questionnaire that could be mailed to each county requesting information that would be helpful in determining what is available in the counties.

Between the second and third meetings, the staff developed and executed a survey request to provide necessary data on the extent of emergency crisis services in each county. The Committee staff was assisted by Ms. Gail Fitzgerald from the Division of Social Services and Ms. Susan Crocker, Director of CARE-LINE.

The best contact person in each county who would most likely know those agencies providing emergency services would be the local social services director. Therefore the general ideas for the survey were brought to the Policy and Liaison Committee---the organization that represents all local social services directors within the State. The Division of Social Services helped to develop the survey instrument so that specific needed information would be correctly requested. The final survey form was mailed under the signature of Ms. Mary K. Deyampert, Director, Division of Social Services. See Appendix C for the letter and the survey instrument.

The results of the survey were presented by the staff at the third meeting. After some cajoling by the staff and CARE-LINE, all one hundred counties responded. Appendix D contains a compilation of the

information from all one hundred counties. There are 650 total agencies within the State that are private, non-profit and offer direct emergency crisis help. Of the 650 agencies, 204 offer general financial help, 330 offer food, 224 offer clothing, 217 offer emergency shelter, 172 offer emergency housing, 165 offer fuel, 164 offer electricity, 169 offer aid with medical expenses, 146 offer transportation and 106 agencies offer other services beyond those listed.

Two counties' forms suggested that there were no emergency services available for either county. At the suggestion of CARE-LINE, this information was checked. For instance, it was found that there were, in fact, nine agencies offering services to Bladen County (See Appendix E).

After analysis by the Committee, the survey will be of further use. All county survey forms will be turned over to CARE-LINE and those agencies identified in the survey and not in the CARE-LINE data bank will be added to this data bank.

Findings and Recommendations

1. Findings

A. The assumption that the Committee on Emergency Care Volunteers Network tested through its survey of all one hundred counties is that in some counties there are no crisis or emergency assistance services available to persons in need. The Committee concludes that there are agencies in every county that provide some services and there is no need for the State to get involved in stimulating such services on the local level.

B. Even though there are a range of emergency and crisis services in the counties, the Committee believes that these services are not coordinated so that the maximum impact is obtained. There may be some need for State assistance in helping these local organizations to maximize their volunteer activities. One route that has proved successful in other human services activities is the concept of a lead agency. The Committee emphasizes that the State should offer assistance to designate a lead agency only when help is requested by the counties. This lead agency could coordinate the efforts of those volunteer groups that wish to participate, thus allowing all the agencies to increase direct services to those most in need within the populations the emergency agencies wish to serve.

C. There was much discussion by the Committee about the need for

a manual to help local agencies train and manage volunteers. It was learned late in the Committee process that since 1979 the Office of Volunteer Services, a part of the North Carolina Department of Human Resources, has already prepared a manual to give guidelines for setting up and managing a volunteer program. The framework is designed to help create and manage such a program. Although many volunteers have been trained since 1979, there is a need for local organizations to be made aware of this State service. The Department of Human Resources should be more forceful in publicizing an excellent service.

D. The Committee was very impressed with the operation and services offered by the Office of Information and Referral-CARE-LINE within the Department of Human Resources. CARE-LINE provides North Carolinians with a centralized network of information on human services programs. With a simple call one has access to local, State, and federal government agencies, as well as non-profit organizations and support groups for all one hundred counties in the State. This is a very special resource that could provide help to the General Assembly members with constituent services.

II. Recommendations

A. Because of his responsibility for programs affecting volunteer services, the Secretary of the Department of Human Resources should cause to be developed leaflets or brochures that would make known to local emergency-crisis programs the help and services already available

through the Office of Volunteer Services to train and manage volunteers. If there is a response from these local agencies and the current services of the Office of Volunteer Services are not adequate to meet the needs of these local crisis services providers, the Secretary should make special efforts to design a program that can best help these volunteers meet the crisis needs of local citizens.

B. The General Assembly should carefully consider increasing the funding for CARE-LINE so that it can better do its job. There is a need for increased personnel so that the agency can more promptly update its information for each county. If CARE-LINE does not know about a local service, it cannot give that information to people in need.

APPENDIX A

GENERAL ASSEMBLY OF NORTH CAROLINA
1987 SESSION
RATIFIED BILL

CHAPTER 873
HOUSE BILL 1

AN ACT TO AUTHORIZE STUDIES BY THE LEGISLATIVE RESEARCH COMMISSION, TO CREATE AND CONTINUE VARIOUS COMMITTEES AND COMMISSIONS, TO MAKE APPROPRIATIONS THEREFOR, AND TO AMEND STATUTORY LAW.

The General Assembly of North Carolina enacts:

PART I. TITLE

Section 1. This act shall be known as "The Study Commissions and Committees Act of 1987."

. . .

PART II.-----LEGISLATIVE RESEARCH COMMISSION

Sec. 2.1. The Legislative Research Commission may study the topics listed below. Listed with each topic is the 1987 bill or resolution that originally proposed the issue or study and the name of the sponsor. The Commission may consider the original bill or resolution in determining the nature, scope and aspects of the study. The topics are:

(44) Emergency Care Volunteers Network (S.J.R. 880-Sherron),

Sec. 2.6. Reporting Dates. For each of the topics the Legislative Research Commission decides to study under this act or pursuant to G.S. 120-30.17(1), the Commission may report its findings, together with any recommended legislation to the 1989 General Assembly.

APPENDIX B

MEMBERSHIP OF LRC COMMITTEE ON EMERGENCY CARE VOLUNTEERS NETWORK

President Pro Tem's Appointments
Senator J.K. Sherron, Jr., Cochair

Dr. Melvin Broadnax

Senator Howard F. Bryan

Senator James E. Ezzell, Jr.

Mr. Billy Smithwick

Speaker's Appointments

Rep. David W. Bumgardner, Jr.

Rep. R.D. Beard

Rep. Daniel H. DeVane

Rep. Herman C. Gist

Rep. R.M. Thompson, Sr.

North Carolina Department of Human Resources
Division of Social Services
325 North Salisbury Street • Raleigh, North Carolina 27611

James G. Martin, Governor
David T. Flaherty, Secretary

Mary K. Deyampert, Director
(919) 733-3055

August 8, 1988

Dear County Director of Social Services:

Attached is a questionnaire which has been developed as a result of a legislative inquiry. The Emergency Care Volunteers Network Committee is interested in obtaining information regarding which non-public resource agencies you use to help meet clients' needs in emergency situations. The general ideas for the questionnaire were brought to the Policy and Liaison Committee in June and there were no objections. The final questionnaire form was sent to the president of your Association for his review and suggestions.

Please complete the questionnaire and return it to John Young in Legislative Research by August 26, 1988. If you have any questions, you should call John at the Legislative Office Building (telephone 733-2578), or you may call Susan Crocker at the North Carolina Careline (1-800-662-7030).

There are instructions with the questionnaire which you should read carefully before filling in the information. If you need additional space, please make extra copies of the form. The form should be returned to Mr. John Young, Legislative Office Building, Room #545, Raleigh, North Carolina 27611.

Sincerely,

Mary K. Deyampert

Mary K. Deyampert

MKD:jj
Attachment

INVENTORY OF LOCAL RESOURCE AGENCIES

Instructions

Public agencies are not always able to meet the emergency needs of their clients for a variety of reasons, including unavailability of service, unavailability of funds, regulatory restrictions, or inability to respond quickly enough to the situation. When this happens, clients are frequently referred to non-public agencies for services. On the attached table, name any private, nonprofit agency which, on an ongoing basis, provides direct services and is available to your department when you need to refer clients in order to meet their needs.

The agencies you name should be those who provide their services free of charge or who take into account clients' ability to pay.

Also, name agencies whose services are generally available to the population in need, without regard to race, religion, sex, etc.

The agency may specialize by providing only one service (such as the N. C. Food Bank), or may provide a wide variety of services (such as the Salvation Army).

If the agency you name is a lead agency, representing the cooperation of two or more agencies, and if this lead agency is your primary source of contact for the group, please indicate this by putting a check mark (√) in the column labeled lead/co-op. (It is not necessary to name all the cooperative agencies, only your lead contact agency.)

Please list each of your resource agencies, and indicate which service(s) each agency provides.

The General Financial Aid category should be checked if the financial aid is available from the agency for a variety of services. However, if the financial aid is restricted to a specific type of service, housing for example, you should check the service that applies.

Use footnotes to add any explanatory notes you feel are necessary.

*Page _____ of _____

_____
County

_____
Name of Respondent

INVENTORY OF LOCAL RESOURCE AGENCIES

FA=General Financial aid
FO=Food
CL=Clothing

SH=Emergency Shelter
HO=Housing (incl. Rent Assist.)
FU=Fuel
EL=Electricity

MD=Aid with Medical Expenses
TR=Transportation
O=Other (Specify)

Agency Name/Town or City	Telephone	Lead Co-op.	Emergency Services Available									
			FA	FO	CL	SH	HO	FU	EL	MD	TR	Other (Specify)

* Make as many copies of this form as needed.

SUMMARY OF COUNTY RESOURCE AGENCIES
(September, 1988)

FA=General Financial Aid
FO=Food
CL=Clothing

SH=Emergency Shelter
HO=Housing (incl. Rent Assist.)
FU=Fuel
EL=Electricity

MD=Aid with Medical Expenses
TR=Transportation
O=Other (Specify)

County	Total Number Agencies	EMERGENCY SERVICES AVAILABLE									
		FA	FO	CL	SH	HO	FU	EL	MD	TR	Other
Alamance	7		4	2	3		2	2	2	1	
Alexander	2	1	2				1	1			
Alleghany	1	0	1	1	1	0	0	0	0	0	
Anson	2		2		2		2			1	
Ashe	10	5	4	3	3	2	1	1	3	2	
Avery	2		1	1	1	1	1	1			
Beaufort	8	3	2	4	2	2	3	4	1	2	1
Bertie	3		2	1	1	1			1	1	
Bladen	0										
Brunswick	2		1	1	1	1	1	1			
Buncombe	13		8	7	9	5	7	7	4	3	3
Burke	11	4	5	7	8	6	4	5	6	6	8
Cabarrus	8	1	4	5	4	4	3	3	3		3
Caldwell	23	14	2		2	1			2	1	3
Camden	3		1		2	2	2	2	1		
Carteret	5	2	3	0	1	1	2	1	1	1	3
Caswell	2	1	2	1	2		1	1		1	

County	Total Number Agencies	EMERGENCY SERVICES AVAILABLE									
		FA	FO	CL	SH	HO	FU	EL	MD	TR	Other
Catawba	5	3	3	1	1	2	2	3	2	3	3
Chatham	3	1	2	3	2	1	2	1	1	1	
Cherokee	4		2		2						
Chowan	3	2	2	1	1	2	2	2	2	0	1
Clay	5	2	2	2	2	1	0	2	2	2	
Cleveland	8	1	5	5	3	1	3	3	6	2	
Columbus	5	0	3	3	2	1	3	2	2	4	
Craven	5	3	2	2	1	1	1	1	1	1	
Cumberland	23	9	14	12	6	6	6	7	6	4	5
Currituck	3	2	3	3	2	1	1	1	1	1	
Dare	9		3	1	2						6
Davidson	6	5	2	1	1					1	
Davie	6	2	4	4	4	4	2	2	5	4	1
Duplin	1		1								
Durham	13	4	9	3	5	6	4		2	1	1
Edgecombe	14		8	4	7	3	1	4	5	3	1
Forsyth	7	3	6	5	3						
Franklin	12	2	4	2	3	1	1	1	2	3	4
Gaston	18	14	3	1	2	2	1	1	2		
Gates	5	1	2		1				1		1

County	Total Number Agencies	EMERGENCY SERVICES AVAILABLE									
		FA	FO	CL	SH	HO	FU	EL	MD	TR	Other
Graham	6		4	1	2	1		1		2	1
Granville	5	2	2	2	4	4	3	2	2	2	
Greene	5		1	1	2	2	2	2	2	1	3
Guilford	37	10	10	6	7	8	4	4	10	3	20
Halifax	6	0	5	2	2	0	1	0	2	3	
Harnett	15		6	3	2	5	3	2	6	2	9
Haywood	1		1	1							
Henderson	6	3	3	1	2	3	2	2	3	1	
Hertford	8		1	1	2	2	1	2	2	2	
Hoke	2	2	2	2	2	0	0	0	0	0	
Hyde	1	1	1	1							
Iredell	4		3	3	1	3	3	3	3	4	
Jackson	5		4	3			1	1			
Johnston	2	0	2	2	1	2	1	1	0	0	
Jones	6		4	4	3	3	3	3	3	3	
Lee	11	5	5	4	1	0	0	0	2	1	
Lenoir	4	2	3	1	1	2	2	2	2	1	
Lincoln	3	2	2	1	0	1	1	1	1	0	
Macon	5		4	4	2		3	2		2	
Madison	2	0	2	2	0	1	1	1	1	0	

County	Total Number Agencies	EMERGENCY SERVICES AVAILABLE									
		FA	FO	CL	SH	HO	FU	EL	MD	TR	Other
Martin	3	2	3	3	2	1	2	2	1	1	
McDowell	2	1							1		
Mecklenburg	17	4	8	4	3	6	1	1	4	7	
Mitchell	1	1									
Montgomery	4	2	3	3	3	2	2	2	2	2	
Moore	5	1	2	1	0	1	1	2	1	1	
Nash	5	1	4	3	2	3	2	2	2	1	
New Hanover	8	2	7	4	4				1	1	1
Northampton	3	1	1	1	2	1	1	1		1	
Onslow	19	4	4	4	5	2	3	4	5	5	9
Orange	6	3			1						
Pamlico	1	1	1	1	1	1	1	1	1	1	
Pasquotank	6	3	3	3	1	3	3	3	1	1	1
Pender	8	1	4	5	2	3	5	5	3	1	
Perquimans	1	1	1	1	1	1	1	1	1	1	
Person	5		1	3	2		1	1	1		
Pitt	9	3	5	3	3	5	4	4	3	0	
Polk	6	1	4	1	1	1	1	1	1	2	1
Randolph	10	7	9	8	7	7	7	7	7	1	
Richmond	6		5	2	2	2				2	

County	Total Number Agencies	EMERGENCY SERVICES AVAILABLE									
		FA	FO	CL	SH	HO	FU	EL	MD	TR	Other
Robeson	9	4	4	2	3	5	2	2	2	4	
Rockingham	8	5	5	3	3	3	2	3	5		
Rowan	4	1	2	1	3	2	3	2	0	0	
Rutherford	1	1	1	1		1	1	1			
Sampson	4	0	3	2	2	1	0	1	1	3	1
Scotland	1	1	1	1	1	1	1	1			
Stanly	4	1	2	1	1		1	1	1	1	
Stokes	4	2	3	3	2	3	2	2	2	1	
Surry	3	3	3	3	3	3	3	3	3	3	
Swain	0										
Transylvania	5	4	5	3	2	1	4	3	3	3	
Tyrrell	2		1	1							
Union	6		1		2	2	2	2	1	2	1
Vance	3		3	2	3	2	3	3	2		
Wake	27	9	16	10	6	9	8	7	1	10	5
Warren	3	2	2	2	2	2	2	2	2	3	
Washington	13	4	5	2	4		2	1	5	4	3
Watauga	5	1	1	1	2	1	1	1	1	0	1
Wayne	5	4			1						
Wilkes	8	2	5	2	5	0	2	3	1	2	1

County	Total Number Agencies	EMERGENCY SERVICES AVAILABLE									
		FA	FO	CL	SH	HO	FU	EL	MD	TR	Other
Wilson	7	5	2	1	3	1	0	0	0	0	
Yadkin	5	3	1	1						2	1
Yancey	7	1	1	1	1	1	1	1	1	2	4
GRAND TOTAL	650	204	330	224	217	172	165	164	169	146	106

*Page 1 of 2

Bladen
County

Susan Crocker - CAREVINE
Name of Respondent

INVENTORY OF LOCAL RESOURCE AGENCIES

FA=General Financial aid
FO=Food
CL=Clothing

SH=Emergency Shelter
HO=Housing (incl. Rent Assist.)
FU=Fuel
EL=Electricity

MD=Aid with Medical Expenses
TR=Transportation
O=Other (Specify)

Agency Name/Town or City	Telephone	Lead Co-op.	Emergency Services Available									
			FA	FO	CL	SH	HO	FU	EL	MD	TR	Other (Specify)
Four County Community Services Elizabethtown	862-6790		✓	✓			✓		✓		✓	
Four County Community Services Council	669-2[illegible]		✓	✓	✓		✓		✓		✓	
Salvation Army Wilmington (serves Bladen County)	762-5948		✓	✓	✓	✓	✓	✓	✓			
700 Club - Operation Blessing Fayetteville (serves Bladen County)	483-[illegible]003		✓	✓	✓			✓			✓	
HELP - Mission Whiteville (serves Bladen County)	642-2[illegible]24		✓	✓	✓		Open on Monday only - sponsored by Columbus County Churches					
First Presbyterian Church Whiteville (serves Bladen County)	642-[illegible]253		✓	✓								
Trinity Baptist Church Whiteville (serves people in need)	642-7[illegible]4		✓	✓	✓		✓	✓	✓	✓	✓	* have special FO + CL assistance at Christmas
[illegible] Baptist	[illegible]		✓		✓							

* Make as many copies of this form as needed.

Social Services does not have any emerg assistance funds. Board of County Commissioners have never appropriated any funds for emergency assistance.

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County

Name of Respondent

INVENTORY OF LOCAL RESOURCE AGENCIES

FA=General Financial aid
FO=Food
CL=Clothing

SH=Emergency Shelter
HO=Housing (incl. Rent Assist.)
FU=Fuel
EL=Electricity

MD=Aid with Medical Expenses
TR=Transportation
O=Other (Specify)

Agency Name/Town or City	Telephone	Lead Co-op.	Emergency Services Available									
			FA	FO	CL	SH	HO	FU	EL	MD	TR	Other (Specify)
			✓									
			✓		✓					✓	✓	

* Make as many copies of this form as needed.

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